SYSTEMS ADMINISTRATOR

PURPOSE: To design, install, administer and optimize the City's servers and related components to achieve high levels of performance and security of the various business applications supported by tuning the servers as necessary.

This classification ensures the availability of client/server applications, configures new implementations, and develops processes and procedures for ongoing management of the server environment. Where applicable, the Systems Administrator will assist in overseeing the physical security, integrity, and safety of the data center/server farm. This classification also participates in the planning and implementation of policies and procedures to ensure system provisioning and maintenance that is consistent with the City's goals, industry best practices, and regulatory requirements.

FUNCTIONAL AREAS:

1. Conduct analysis and develop strategies for client/server implementations.

*   A. Develop strategies for client/server implementations and design the infrastructure required to support those strategies.
*   B. Act as project lead in the design and review of new server systems, applications and hardware; conduct capacity planning as needed.
*   C. Lead, coordinate and participate in key process improvements as related to the client/server environment.
*   D. Coordinate and collaborate with network engineering, business application and database administration function to ensure availability, reliability and scalability of the City's servers to meet organizational demands.
*   E. Implement and enforce policies, procedures and technologies to ensure data and server security.
*   F. Assist in the design and implementation of data center/server room security features, including HVAC control, power, environmental alarms and access restrictions.
*   G. Conduct research on server hardware, software and protocols in support of procurement and development efforts.
*   H. Develop performance metrics to determine capacity and life cycle replacement planning.
*   I. Conduct research on emerging products, services, protocols and standards in support of systems software procurement and development efforts.

2. Monitor, develop solutions and respond to server issues.

*   A. Check help desk database for entries on server and server resource issues; prioritize and respond to help desk tickets as appropriate.
*   B. Serve as cornerstone for escalating server issues and tier 2 helpdesk incidents; provide timely response to customer escalations.
*   C. Perform file system configuration and management; create and perform server backups and recovery procedures.
*   D. Plan and implement server upgrades, maintenance fixes and vendor-supplied patches.
*   E. Provide Web administration support by overseeing and maintaining Web server

functions, such as assuring logging and metrics data are stable.

* F. Monitor and test system performance and provide performance statistics and reports.
* G. Manage enterprise directory services and supporting server infrastructure.
* H. Develop and implement strategies for integrating disparate operating environments.
* I. Recommend and execute modifications to server environment in order to improve efficiency, reliability and performance.
* J. Develop and maintain training materials and server documentation.
* K. Manage end user accounts, permissions, access rights, and storage allocations in accordance with best practices regarding privacy, security and regulatory compliance.
* L. Act as back up for Network staff tasks as needed and provide cross training of others to support the organizational needs.
* M. Provide network access management, including maintenance of network component inventory and related documentation and technical specifications information.
* N. Recommend, schedule and perform software and hardware improvements, upgrades, patches, reconfigurations and/or purchases.
  O. Perform related duties as assigned.

JOB REQUIREMENTS

Education & Experience Requirements

❖ A. Graduation from an accredited technical school or college/university with a degree in computer science, management information systems or related discipline.
❖ B. A minimum of three (3) years of system administration experience with responsibility for managing server environments.
  C. MCITP and/or MCTS certification preferred.

License Requirements

❖ A. Possession of a valid Minnesota driver's license or equivalent.

Knowledge Requirements

❖ A. Working technical knowledge of network, PC and network operating systems, including Windows Server, Linux and VMware.
❖ B. Working technical knowledge of current systems software, protocols and standards, including Firewalls, Active Directory, PowerShell Scripting, WSUS, SCCM, Exchange, BES, IIS, LDAP, TCP/IP, DFS, DNS, DHCP, Patch Management and COBIT.
❖ C. Strong knowledge of local area network administration.
❖ D. General knowledge of storage technologies such as SAN or NAS, and Active Directory/Global Catalogue.
❖ E. Working knowledge of ITIL.
❖ F. Knowledge of applicable data privacy practices and laws.

Skill Requirements

❖ A. Skill in application support with MS Active Directory and Group Policy.
❖ B. Skill in the use of incident change management systems.
❖ C. Skill in business process and reengineering, demonstrating an understanding of the

relationship between processes and policies.
- ❖ D. Skill in software and hardware troubleshooting.
- ❖ E. Skill in documenting and maintaining configuration and process information.
- ❖ F. Strong customer service, interpersonal and oral communication skills.
- ❖ G. Analytical and problem solving skills.
- ❖ H. Skill in reading, writing and interpreting technical documentation and procedure manuals.
- ❖ I. Skill at working within a team-oriented, collaborative environment.

Ability Requirements

- ❖ A. Ability to conduct research on hardware and software issues and products.
- ❖ B. Ability to gather, analyze and organize information.
- ❖ C. Ability to effectively prioritize and execute tasks in a high-pressure environment.
- ❖ D. Ability to present ideas and solutions in user-friendly language.
- ❖ E. Ability to provide keen attention to detail.
- ❖ F. Ability to effectively communicate on a one-to-one basis and with groups to obtain or provide information.
- ❖ G. Ability to establish and maintain effective working relationships with supervisors, co-workers, users and others.

Physical Requirements

- ❖ A. Ability to be available for standby and/or callback.
- ❖ B. Ability to work flexible schedules as assigned.
- ❖ C. Ability to sit for extended periods of time.
- ❖ D. Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools and to handle other computer components.
- ❖ E. Ability to occasionally inspect cables in floors and ceilings, requiring the ability to climb ladders, balance, stoop, kneel.
- ❖ F. Ability to occasionally lift and carry objects such as computers and peripherals weighing up to 50 pounds.
- ❖ G. Ability to attend work on a regular basis.

- ∗ Essential functions of the position
- ❖ Job requirements necessary the first day of employment

Anlst: JA	Class: 3115	Union: Basic	Pay: 137	CSB: 20110405
CC: 20010523	Res: 11-0267R	EEOC: Professional	EEOF: Admin/Finance	WC: 8810